



## **SSTRA Frontline Hero FAQ**

### **Who qualifies as a frontline hero?**

In addition to first responders and health care workers, frontline workers include workers in grocery stores, retirement homes, hospital employees, armed forces and workers supporting public safety and correctional services, hospice, funeral home workers . . . the list is endless.

### **Is there an age limit?**

If under 18 please indicate on registration form and have guardian fill out appropriate section. Equine activity is enjoyed by people of all ages and abilities!

### **What does it cost and how do I pay?**

The cost is \$65 for a one-hour session. You can pay by e-transfer or Pay Pal on our website. If donating a session to a hero, please use the Canada Helps button.

### **What is the cancelation policy?**

We require 24 hours notice to cancel a session. Sessions cancelled prior to 24 hours from the session time can be rebooked for a later date.

### **What if it is raining?**

Ensure you dress appropriately for the weather on the day of your session. There are also many indoor activities that you can engage in with the horse and facilitator.

### **Is there anything that I need bring?**

Yes, you must wear close-toed shoes (preferably with a one-inch heel) and long pants. Please bring water, a hat, sun protection and tissues. Don't forget to bring the completed waiver (or we can provide one for you when you arrive at SSTRA).

### **Can I bring family and friends with me on the day?**

Due to COVID-19, we are limiting access to our facilities to the participant and essential personnel only.

### **Am I allowed to bring my dog?**

Unless your canine companion is a trained service dog, we do not allow dogs on our property as they may interfere with the horses and other riders.

### **Do I have to wear a helmet?**

For the unmounted sessions helmets are not required.

Helmets are required for mounted sessions. This may be an option after a first hour on the ground with the facilitator and horse. Helmets will be provided to you. They are sanitized after every use to ensure your safety.

### **When should I arrive for my session?**

Please arrive 10 minutes prior to your session so you have ample time to complete the paperwork and COVID-19 protocols.

**What COVID-19 protocols do you have in place?**

- We are limiting access to the property to participants and essential personnel only
- Occupancy limits in force to ensure safe social distancing is possible at all times
- Handwashing station
- Hand sanitizer in all areas of the facility (office, barn and arena)
- Face masks are mandatory and must be worn at all times
- All touch points are sanitized between participants
- Washrooms are cleaned in between each use